

**AMENDMENTS TO THE CLAIMS**

1. (Currently Amended) A method of receiving and handling an order ~~from a customer~~ using an order-reception system which is comprised of at least one computer and has an order-reception subsystem, a network-order-reception subsystem, business management subsystem and order-entry subsystem, comprising the steps of:

registering, by the order-entry subsystem, price information designating a price of a commodity, in a database of the business management system;

creating, by the order-reception subsystem, an order form for purchasing commodities and a catalog, based on the price information;

registering, by the order-reception subsystem, sales-promotion information to be displayed as sales-promotion materials and inquiry information to be displayed as Q&A information;

storing, in a sales-information database comprising a storage by the order-reception subsystem, Bulletin Board System information to be posted on a Bulletin Board System style page according to date and classification; the registered sales-promotion information to be displayed as sales-promotion materials according to date and classification; and the registered inquiry information to be displayed as the Q&A information according to date, context, and maker;

displaying, by the order-reception subsystem, the Bulletin Board System information on the Bulletin Board System style page;

displaying, by the order-reception subsystem, the sales-promotion materials;

receiving, by the order-reception subsystem or by the network-order-reception subsystem, customer order information sent from the customer or sent from a service person using a portable communications device, said customer order information including customer information regarding the customer and at least one of ordering information representing

contents of an order for a commodity ordered by the customer and support request information representing contents of a support request;

performing, by the order-reception subsystem, the order reception processing based on the received customer order information;

determining, by the order-reception subsystem, to deliver the commodity specified in the ordering information and to provide a support specified in the support information, based on a result of the order reception processing;

confirming, by the order-reception subsystem, whether the commodity is delivered and the support is provided;

obtaining, by the order-reception subsystem, statistics based on the customer information and the customer order information of each of a plurality of customers and updating the customer information and the customer order information with the calculated statistics; and

charging, by the order-reception subsystem, a price of the commodity specified in the ordering information and a cost of the support specified in the support request information, based on the customer information including information regarding a price of each commodity purchased by the customer with high frequency and a cost of each support requested by the customer with high frequency, wherein the price and the cost are set by a seller of the commodity and support;

wherein the support request information includes information regarding a request for at least one of:

a service for delivering the commodity to a place specified by the customer or by the service person;

a service for unpacking the ordered commodity at a time of delivery;

a service for collecting an empty box that the customer does not need any more;

a service for delivering commodities that are repeatedly supplied to the customer on a FIFO basis;

a service for specifying a delivery date for delivering the commodity to be delivered;

a service for urgently delivering the ordered commodity; and

a service for periodically delivering a constant number of commodities specified by the customer.

2. (Previously Presented) The method according to claim 1, further including the steps of:

checking, by the order-entry subsystem, whether there is a stock of the commodity specified in the ordering information based on stock information;

determining, by the order-entry subsystem, a delivery date for delivering the ordered commodity; and

sending, by the order-entry subsystem, order-reception confirmation information including delivery-date information representing the determined delivery date and the customer order information to the customer either in a facsimile form or e-mail form.

3-4. (Canceled)

5. (Original) The method according to claim 1, wherein  
the support request information includes information regarding a request for collecting recyclable items including at least one of a used cartridge, a used toner container and used paper.

6. (Previously Presented) The method according to claim 5, wherein:

the order-reception system is further comprised of a delivery subsystem; and further including comprising the step of

arranging, by the delivery subsystem, collection of used paper, in response to a support request for collecting used paper from the customer when a used-paper collection box provided to the customer is filled with used paper.

7-11. (Canceled)

12. (Previously Presented) The method according to claim 1, further comprising the steps of:

assigning, by the order-reception subsystem, in a case where the customer has made a contract of maintenance service for one of a plurality of apparatus including OA apparatuses, a delivery of the commodity to a service person who can execute the maintenance service when it is determined to deliver the commodity specified in the ordering information; and

determining, by the order-reception subsystem, to execute a maintenance service based on the maintenance contract at a time of delivering the commodity, based on the customer information and customer order information.

13-14. (Canceled)

15. (Currently Amended) An order-reception system comprising:  
an order-reception subsystem and a network-order reception subsystem which receives customer order information sent from a customer or sent from a service person using a portable communications device, wherein the customer order information includes customer information regarding the customer and at least one of ordering information representing contents of an order

for a commodity ordered by the customer or by the service person and support request information representing contents of a support request;

a business management subsystem which has a customer information database storing the customer information regarding a price of a commodity purchased by the customer with high frequency and a cost of a support requested by the customer with high frequency, and set by a seller; and

an order-entry subsystem which registers price information designating a price of a commodity, in a database of the business management system and executes an order-reception processing based on the customer order information received by said order-reception subsystem,

wherein said order-reception subsystem

creates an order form for purchasing commodities and a catalog, based on the price information;

registers sales-promotion information to be displayed as sales-promotion materials and inquiry information to be displayed as Q&A information;

stores, in the sales-information database, Bulletin Board System information to be posted on a Bulletin Board System style page according to date and classification; the registered sales-promotion information to be displayed as sales-promotion materials according to date and classification; and the registered inquiry information to be displayed as the Q&A information according to date, context, and maker;

displays the Bulletin Board System information on the Bulletin Board System style page;

displays the sales-promotion materials;

determines to deliver the commodity specified in the ordering information and to provide the support specified in the support information, based on a result of the order reception processing;

confirms whether the ordered commodity is delivered and whether the support is provided;

obtains statistics based on the customer information and the customer order information of each of a plurality of customers and updates the customer information and the customer order information with the calculated statistics; and

charges the price of the commodity and the cost of the support specified in the ordering information; and

the support request information includes information regarding a request for at least one of:

a service for delivering the commodity to a place specified by the customer or by the service person;

a service for unpacking the ordered commodity at a time of delivering the ordered commodity ordered;

a service for collecting an empty box that the customer does not need any more;

a service for delivering commodities which are repeatedly supplied to the customer on a FIFO basis;

a service for specifying a delivery date for delivering the commodity to be delivered;

a service for urgently delivering the ordered commodity; and

a service for periodically delivering a constant number of commodities specified by the customer.

16-18. (Canceled)

19. (Original) The order-reception system according to claim 15, wherein

the support request information includes information representing a request for collecting recyclable items including at least one of a used toner cartridge, a used toner container and a used paper.

20. (Original) The order-reception system according to claim 19, wherein said delivery subsystem arranges collection of used paper, in response to a support request for collecting used paper from the customer when a used-paper collection box provided to the customer is filled with used paper.

21-25. (Canceled)

26. (Original) The order-reception system according to claim 15, wherein said order-reception subsystem assigns a delivery of the ordered commodity to a service person who can execute a maintenance service when it is determined that the commodity specified in the ordering information is to be delivered, and determines to execute the maintenance service at a time of delivering the commodity based on the customer information and customer order information, in a case where the customer has made the contract of the maintenance service for one of a plurality of apparatus including OA apparatuses.

27-28. (Canceled)

29. (Currently Amended) An order-reception system for receiving and handling an order from a customer using at least one computer, said system comprising:  
means for registering price information designating a price of a commodity;

means for creating an order form for purchasing commodities and a catalog based on the price information;

means for registering sales-promotion information to be displayed as sales-promotion materials and inquiry information to be displayed as Q&A information;

means for storing, in a sales-information database, Bulletin Board System information to be posted on a Bulletin Board System style page according to date and classification; the registered sales-promotion information to be displayed as sales-promotion materials according to date and classification; and the registered inquiry information to be displayed as the Q&A information according to date, context, and maker;

means for displaying the Bulletin Board System information on the Bulletin Board System style page;

means for displaying the sales-promotion materials;

means for receiving customer order information sent from the customer or sent from a service person using a portable communications device, said customer order information including customer information regarding the customer and at least one of ordering information representing contents of an order for a commodity ordered by the customer or by the service person and support request information representing contents of a support request;

means for performing the order reception processing based on the received customer order information;

means for determining to deliver the commodity specified in the ordering information and to provide a support specified in the support request information, based on a result of the order reception processing;

means for confirming whether the commodity is delivered and the support is provided;

a customer-information database which stores the customer information including information regarding a price of a commodity purchased by the customer with high frequency

and a cost of a support requested by the customer with high frequency, wherein the price and the cost are set by a seller of the commodity and support;

means for obtaining statistics based on the customer information and the customer order information of each of a plurality of customers and updating the customer information and the customer order information with the calculated statistics; and

means for charging a price of the commodity specified in the ordering information and a cost of the support specified in the support request information based on the customer information,

wherein the support request information includes information regarding a request for at least one of:

a service for delivering the commodity to a place specified by the customer or by the service person;

a service for unpacking the ordered commodity at a time of delivering the ordered commodity ordered;

a service for collecting an empty box that the customer does not need any more;

a service for delivering commodities which are repeatedly supplied to the customer on a FIFO basis;

a service for specifying a delivery date for delivering the commodity to be delivered;

a service for urgently delivering the ordered commodity; and

a service for periodically delivering a constant number of commodities specified by the customer.

30. (Original) The order-reception system according to claim 29, further including:

means for confirming whether there is a stock of the commodity specified in the ordering information, based on stock information;

means for determining a delivery date for delivering the ordered commodity; and means for sending order-reception confirmation information including both delivery-date information representing the determined delivery date and the customer order information, in a facsimile form or e-mail form.

31-42. (Cancelled)

43. (Currently Amended) A computer program product stored on a computer-readable medium, said computer program product comprising instructions for causing for controlling a computer to receive and handle an order, execute the following steps of by a method comprising: registering price information designating a price of a commodity; creating an order form for purchasing commodities and a catalog based on the price information; registering sales-promotion information to be displayed as sales-promotion materials and inquiry information to be displayed as Q&A information; storing, in a sales-information database comprising a storage, Bulletin Board System information to be posted on a Bulletin Board System style page according to date and classification; the registered sales-promotion information to be displayed as sales-promotion materials according to date and classification; and the registered inquiry information to be displayed as the Q&A information according to date, context, and maker; displaying the Bulletin Board System information on the Bulletin Board System style page; displaying the sales-promotion materials; receiving customer order information sent from a customer or sent from a service person using a portable communications device, the customer order information including customer

information regarding the customer and at least one of ordering information representing contents of an order for a commodity ordered by the customer or by the service person and support request information representing contents of a request for a support;

executing an order-reception processing based on the received customer order information;

determining to deliver the commodity specified in the ordering information and to provide the support specified in the support request information, based on a result of the order-reception processing;

confirming whether the commodity has been delivered and whether the support has been provided;

obtaining statistics based on the customer information and the customer order information of each of a plurality of customers and updating the customer information and the customer order information with the calculated statistics; and

charging a price of the commodity specified in the ordering information and a cost of the support specified in the support request information, based on the customer information including information regarding a price of each commodity purchased by the customer with high frequency and a cost of each support requested by the customer with high frequency, wherein the price and the cost are set by a seller of the commodity and support;

wherein the support request information includes information regarding a request for at least one of:

a service for delivering the commodity to a place specified by the customer or by the service person;

a service for unpacking the ordered commodity at a time of delivering the ordered commodity ordered;

a service for collecting an empty box that the customer does not need any more;

a service for delivering commodities which are repeatedly supplied to the customer on a FIFO basis;

a service for specifying a delivery date for delivering the commodity to be delivered;

a service for urgently delivering the ordered commodity; and

a service for periodically delivering a constant number of commodities specified by the customer.

44. (Canceled)